



BT Cloud Voice

Yealink T54W – wi-fi phone

User Guide

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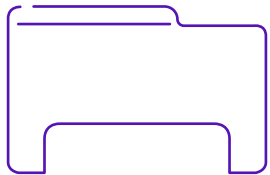
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What's in the box?

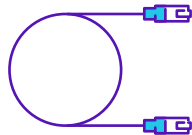
We're here to help you get the best out of your new phone. Just follow the instructions below. Here's what you should find when you open the box.

Got everything?

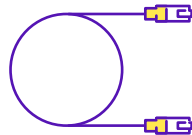
- Yealink T54W phone and handset
- Handset cord
- Ethernet cable unless connecting via wi-fi
- Phone stand
- Quick start guide
- Power adapter (optional)
- Wall mount bracket (optional)



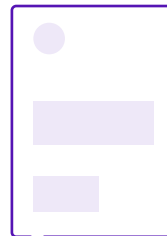
Phone stand



Handset cord



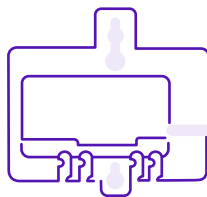
Ethernet cable



Quick start guide



Power adapter (optional)



Wall mount bracket (optional)

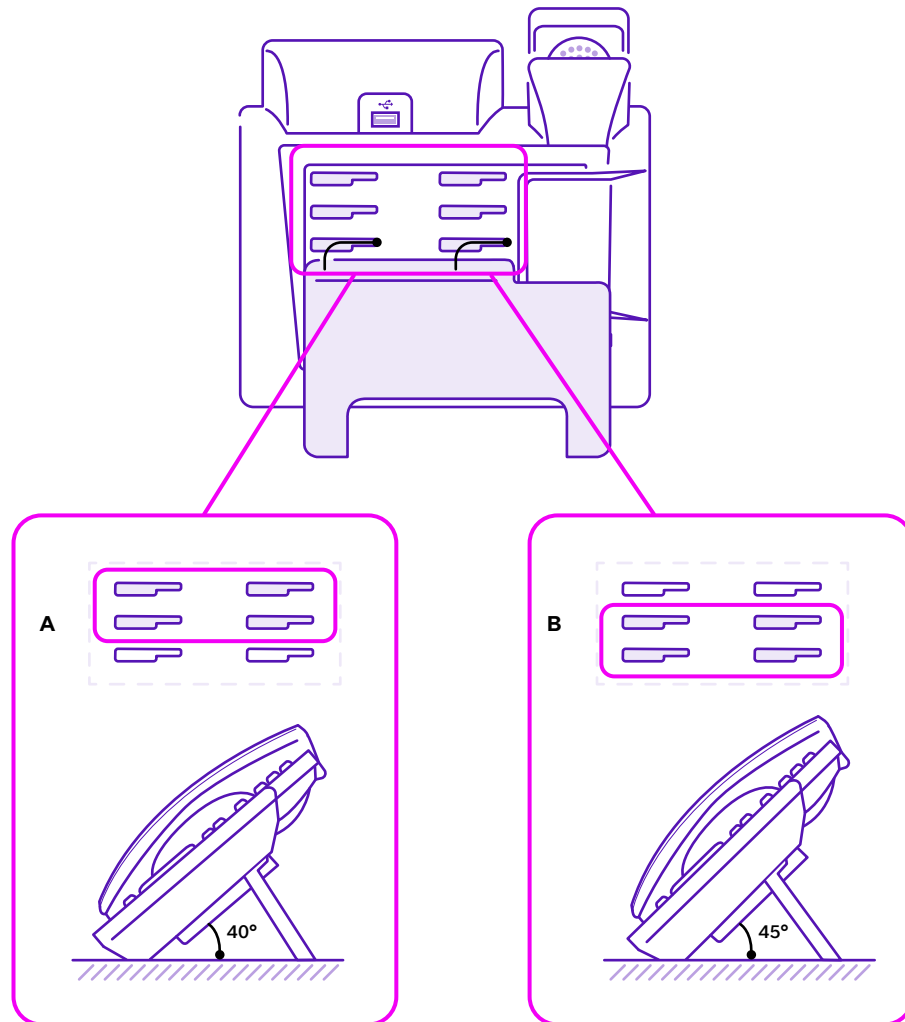


Yealink T54W phone and handset

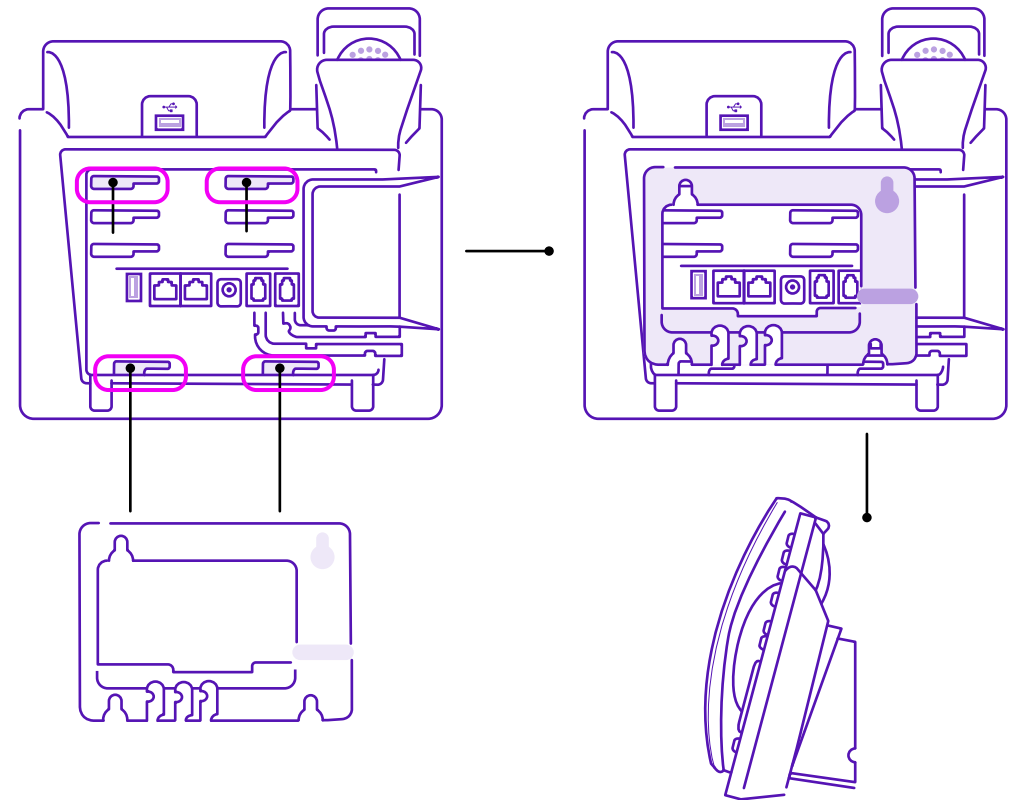
Let's get started

Set up your phone

Once you've unpacked it, turn your phone upside down so you can see the ports. Then slot the phone stand into one of the slots, depending on the angle you want, or into the optional wall mount bracket.

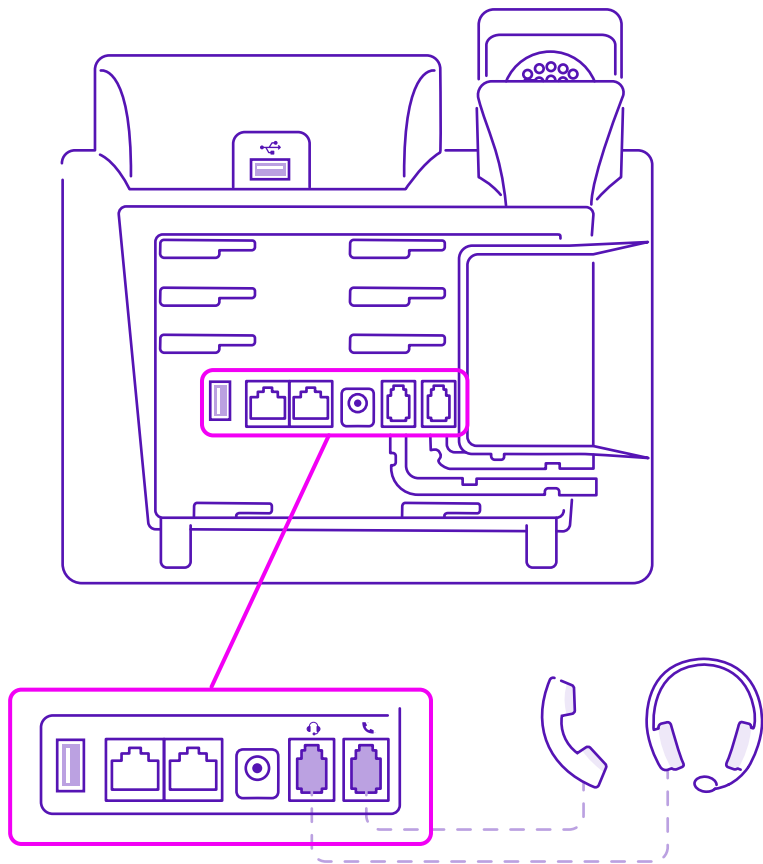


Wall mount method (optional)

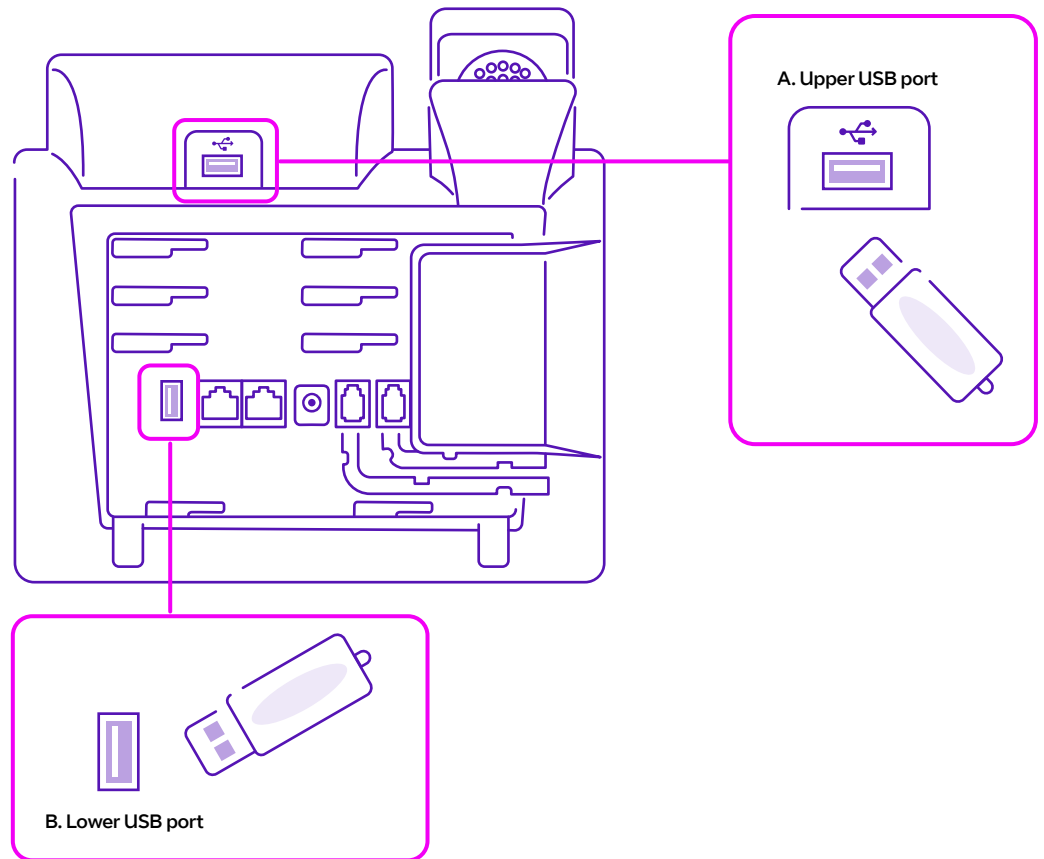


Get connected

Connect the handset and optional headset (if you are using one)



Optional: connect USB devices

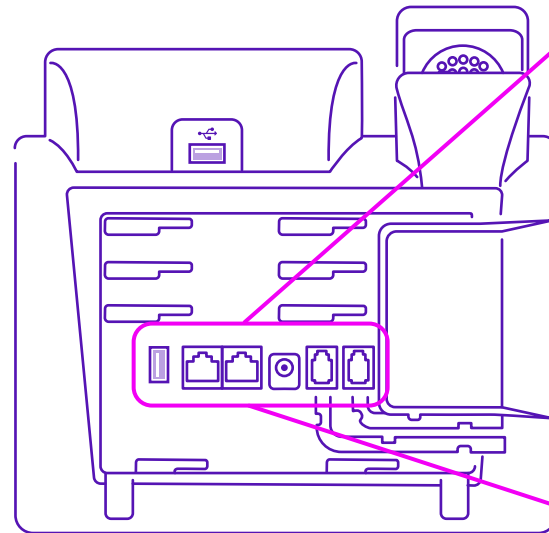


Here's how to connect the network and power.

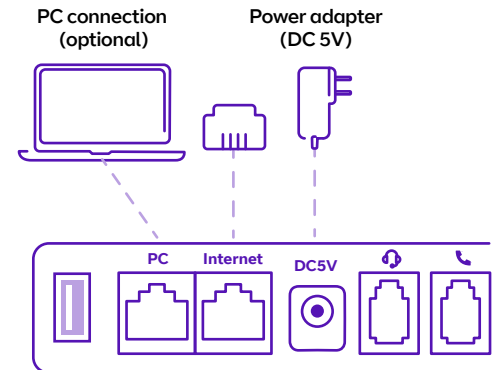
You have two options for power and network connections:

Option 1: normal AC power with ethernet or wi-fi connection to the network. **(A)**

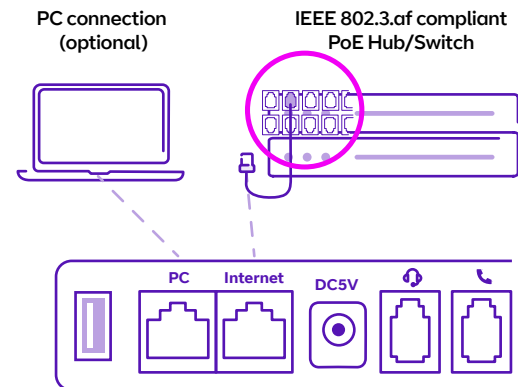
Option 2: power over Ethernet (PoE) **(B)**.
Your system administrator will let you know which one to use.



(A) AC Power option



(B) PoE (Power over Ethernet) option



Option 1 – AC power

To connect the AC power:

- **Connect the DC plug** on the power adapter to the DC5V port on the phone, and plug in the other end of the power adapter to the mains.


To connect to the network

- **Connect using Ethernet cable** – connect your included ethernet cable between the internet port on the phone and the one on the wall or switch/hub device port (optional – not required if connecting via wi-fi).
- **Connect using wi-fi**
First you need to activate the wi-fi mode on the phone to connect to your network via wi-fi.
 - 1) Cancel – Searching for wi-fi Assistant
 - 2) Go to **Menu > Basic > Wi-Fi**.
 - 3) Select **On** from the **Wi-Fi field**.
 - 4) Select **Save**.

Once you have enabled the wi-fi mode – there are then 2 ways you can connect to the wi-fi network – (a) manually by entering the wi-fi password or (b) by using WPS – these two options are explained below.

(a) Manually Connecting to the wi-fi network


Before you begin make sure you have the password of the wireless network you wish to connect to:

- 1) On the phone select **Menu >** then using the navigation keys  select **Basic > Enter > 8. Wi-Fi > Enter**.
- 2) To find the available network, go to **5 – Available Networks** and press **Enter** (If no available network(s) are showing click **Scan** first).
- 3) Highlight the wireless network you want and press **Connect**.
- 4) Enter the wi-fi password in the **Password** field, using the **ABC** button to select the case/numbers and then the number pad to choose the letter/number needed.
- 5) Select **Enabled** from the **Show Password** field to make the password visible – if correct.
- 6) Select **Connect**.

Once connected to the network the phone will automatically connect to the Cloud Voice service and download your telephone details. This may take a couple of minutes.

(b) Connecting to the wi-fi network using WPS

Wi-fi protected set up (WPS) provides a simplified method to connect the device to the wi-fi network. By simply selecting WPS on the phone and then pressing WPS button on the hub. They then will automatically connect.

- 1) On the phone select **Menu >** then using the using the navigation keys  select **Basic > Enter > 8. Wi-Fi > Enter**.
- 2) Select **WPS>WPS> OK**.
- 3) The press and hold the **WPS** button on your router/hub – continue to press to ensure the WPS connection can be made.

Once connected to the network the phone will automatically connect to the Cloud Voice service and download your telephone details. This may take a couple of minutes.

Option 2 – Power over Ethernet

You can power the T54W using the included Ethernet cable from a PoE-compliant switch or hub.

To connect PoE:

- Connect the Ethernet cable between the internet port on the phone and an available port on the in-line power switch/hub.
- If an in-line power switch/hub is provided, you don't need to connect the phone to the power adapter. Make sure the switch/hub is PoE-compliant. The phone can also share the network with another network device such as a PC. This is an optional connection.

Important: Do not unplug or remove power to the phone while it's updating its firmware and configurations.

FAQs about connecting via wi-fi

My wireless network doesn't appear when scanning

This might be because the SSID on your router has been disabled, which means you need to manually add the wireless network and will need the SSID to do this. Also make sure the wi-fi mode is activated as covered above (on page 7) – then:

- 1) Go to **Menu > Basic > Wi-Fi**.
- 2) Highlight **Known Network(s)** and select **Add**.
- 3) Enter the SSID of the router.
- 4) **None** is the default for the **Security Mode** field.
 - a. If you select **WEP** or WPA/WPA2-PSK from the **Security Mode** field, enter the SSID and desired password.
 - b. If you select **802.1x EAP** from the **Security Mode** field, select the desired EAP method and enter the desired values in the corresponding fields.
- 5) Select **Save**.

How do I see, if I'm connected and the wi-fi signal strength information?

- 1) Go to **Menu > Basic > Wi-Fi > Wi-Fi Status**.

What wi-fi signal strength do I need?

In order to maintain connection to the network and experience good quality of service for your voice service, the stronger the wi-fi signal strength the better. It is recommended that signal strength 3 and 4 show that the wi-fi network is reliable and therefore should support a quality voice service.

Wi-fi signal strength 4: excellent

Wi-fi signal strength 3: good

Wi-fi signal strength 2: weak

Wi-fi signal strength 1: poor

Should consistent voice quality issues be experience, it's recommended that the phone is connected to the router/hub using an Ethernet cable, to understand if this is a wi-fi network issue.

Will the phone remember the wi-fi details?

Yes, once you have connected successfully those wireless network details be saved in **Known Networks**. Up to five wi-fi networks can be saved and the phone will automatically connect to the one at the top of the list.

If you already have five saved and need to add another, then just delete one of the existing networks before adding a new one – select **Option** then **Delete** or **Delete All** option in the **Known Networks** menu.

I want to connect using a direct cable now, what do I need to do?

Firstly you need to deactivate the wi-fi mode, then you will be able to plug in your Ethernet cable and connect directly to your hub as described on page 7. To deactivate wi-fi mode just:

- 1) Go to **Menu > Basic > Wi-Fi**.
- 2) Select **Off** from the wi-fi field.
- 3) Select **Save**.

My broadband is connected and wi-fi seems ok, but I'm still having issues what do I do?

Turn the wi-fi off and back on again – Go to **Menu** > **Basic** > **Wi-Fi**; Select **OFF** in the wi-fi field and select **Save**. This will disconnect from the wi-fi. Then in the same menu as before select **On** and **Save**. The phone will automatically re-connect to the wi-fi and confirm the configuration.

Some top sources of wi-fi Interference


- **Everyday appliances** such as microwaves and florescent lights, power cables and adapters and so on. They emit signals that can interfere with your wi-fi.
- **Wireless devices** including wireless headsets, keyboards, mice, activity trackers, security cameras, and so on. Just like the appliances above, the wireless signals they use to communicate with other devices can slow things down
- **Building materials:** In general, dense materials such as concrete, metal and stone are not good for wireless signals. Reflective surfaces such as mirrors and foil found in modern housing insulation can cause erratic wi-fi signals.
- **Neighboring wi-fi networks:** The growth in wi-fi network density, especially in populated areas has increased interference among wireless networks. Strong wi-fi signals in close proximity to each other can reduce the performance of both networks. New Public wi-fi networks are adding to this form of interference.


Tips on how to reduce wi-fi Interference

- Relocate your wireless router away from nearby routers, appliances, other wireless devices and dense building materials.
- Unplug the appliances and devices when not in use.
- Avoid using too many wireless gadgets at the same time within close proximity of each other.
- Try using different wireless frequency (5GHz vs. 2.4GHz) and/or a different wireless band.
- Consider upgrading your wireless router or solution. Wi-fi extension solutions are now available, these can extend your wi-fi network, and be located where best suits your business needs. Providing you with the wi-fi signal strength required for a quality, reliable voice service.

Check you're set up on Cloud Voice

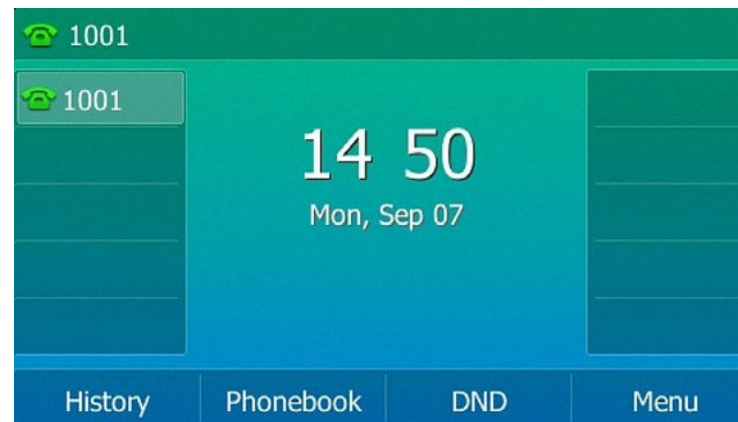
Your Yealink T54W phone comes with everything you need to set up on Cloud Voice.

Once your phone's connected to the network, it'll update its firmware. This might take some time, so please be patient. Once it's finished, it'll show this symbol: 

If something has gone wrong, you'll see this symbol: 

If this happens, just give us a call on **0800 389 0537** and we'll be able to help.

Once complete the phone will now show the line number against a line key.

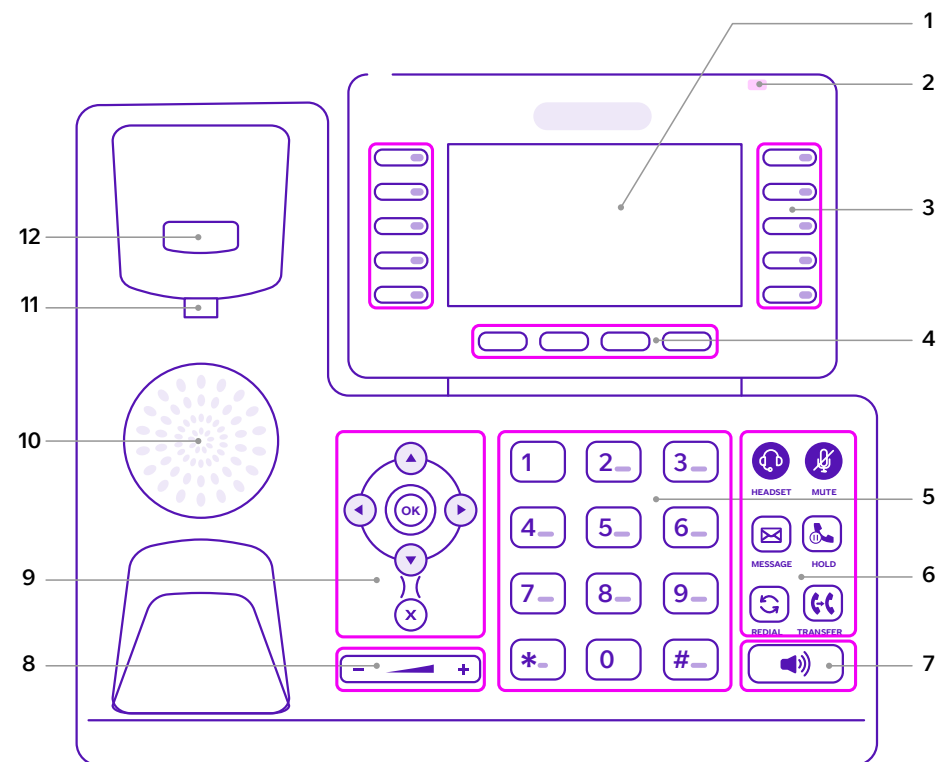


Getting to know your phone

Hardware component instructions

The main hardware components of the SIP-T54W IP phone are the LCD screen and the keypad.
























1	Phone screen	Shows a screen with backlight that enables you to view menus and data.
2	Power indicator LED	Indicates call status, message status and phone's system status.
3	Line keys	Access your phone lines and features.
4	Soft keys	Access the function displayed on the screen above the soft keys. The soft keys change depending on what you are doing at the time.
5	Keypad keys	Allow you to enter numbers, letters, and special characters. If a menu item has an index number, you can use the keypad keys to select the item.
	Headset key	Toggles the headset mode on or off. The LED indicator glows green when the headset mode is activated.
	Mute key	Toggles the microphone on or off. The LED indicator glows green when the mute feature.
6	Message key	Accesses your voice messages.
	Hold key	Places a call on hold or resumes a held call.
	Redial key	Redials a previously dialed number.
	Transfer key	Transfers a call.
7	Speakerphone key	Toggles the speakerphone (hands-free) mode or not. The LED indicator glows green when the speakerphone is activated.



8	Volume key	Adjusts the volume of the handset, headset and speaker. If you adjust the volume for handset or headset to level 12-15 on a call, on the next call the volume will be reduced back to level 11 to protect your hearing.
	Navigation key	Scroll through information or options displayed on the screen. Access History and Directory respectively.
9	OK key	Confirms actions or answers incoming calls.
	Cancel key	Cancels actions or rejects incoming calls.
10	Speaker	Provides hands-free (speakerphone) audio output.
11	Reversible tab	Secures the handset in the handset cradle when the IP phone is mounted vertically.
12	Hookswitch	Connects or disconnects the phone from the phone line. The hookswitch is automatically activated when a user lifts the handset from the cradle to get a dial tone.

Icon instructions

Here's a guide to the icons you might see on your LCD screen.

Icon	Description	Icon	Description
	Wired network is unavailable		Phone warning
	Wired network is unreachable		Keep mute
	Hands-free speakerphone mode		Silent mode
	Phone lock		Recording starts successfully (Using a USB flash drive)
	Missed calls		Recording is paused (Using a USB flash drive)
	Call forward		Bluetooth mode is on
	Handset mode		Bluetooth headset is both paired and connected
	Headset mode		Bluetooth-enabled mobile phone is both paired and connected
	Voicemail		Wi-fi connection is successful
	Text message		Wi-fi connection fails
	Auto answer		Wi-fi connection is unreachable
	Do Not Disturb		

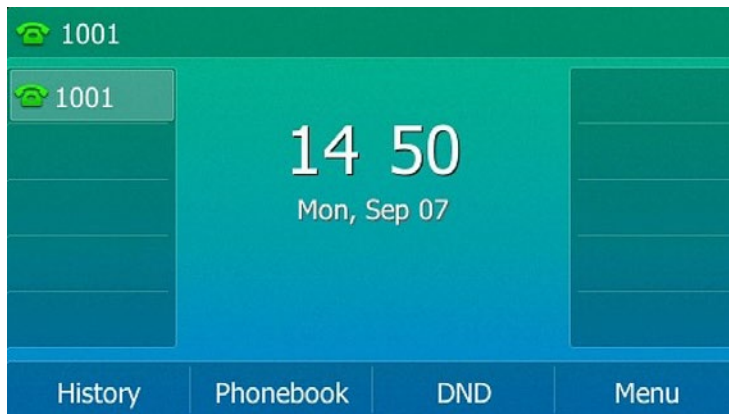
Phone display (views)

Idle status

The idle screen displays your extension number, the time and date, and the functions of the four soft keys.

Time and date

Cloud Voice automatically sets time and date, but you can easily change the format in phone preferences, found in basic settings which you can access via the **Menu** soft key.



Phone status

You can view phone status using either the phone user screen or web user interface. In phone status information of phone status includes:

- Network status (example, IPv4 status, IP address mode, MAC address, LAN type, LAN IP and LAN mask).
- Phone status (example, device model, hardware version, firmware version and product ID).
- Account status (example, register status of SIP accounts).

To view the phone status via phone user interface:

1. Press **OK**, or press **Menu->Status**.
2. Press **▲** or **▼** to scroll through the list and view the specific information.

Status	
1. IPv4:	10.81.56.100
2. MAC:	80-5E-C0-88-00-73
3. Machine ID:	201081B071208834
4. Wi-Fi MAC:	80:5E:C0:7A:6B:92
5. Firmware:	96.84.0.30

Back

Using your phone

Making calls



You can use your Yealink T48U like a regular phone to make calls, in various ways:

- Make a call from the keypad.
- Make multiple calls.
- Redial a number.
- Make an international call.
- Make a call from your call history.
- Make a call from the directory.
- Switching between handset, speakerphone and headset modes.

Make a call from the keypad

Using the keypad, you can enter a number to make a call, and displays a list of previously placed calls or contacts in your directory. You can also select the contact you want to call from the search list, the placed call list or from your directory.

Do one of the following:

- Start typing a phone number.
- Press the desired line key.
- Pick up the handset, press the **Speakerphone** key  or the **Headset** key .


Enter a number or select a contact, then select **Send**.

The phone will show the contact in your **Directory** regardless of whether you've dialed in local format or international format.


Make multiple calls

When you are already in a call, you can put it on hold and make a new call.

Do one of the following:


- Press a line key. The active call is placed on hold.
- Press the  key or **Hold** to place the original call on hold.
- Select **New Call**.

Enter a number or select a contact, then select **Send**, or:

- Press the  key or **Hold** to place the original call on hold.
- Enter a number or select a contact.
- Select **New Call**.

Redialling a number

The phone keeps a record of all the calls you've made. To recall a contact you recently called:

- Press the  key.
- Highlight the call you want to return, and select **Send**.

Make an international call

You can make calls to international numbers on your phone.

- Press and hold digit key 0 on the phone keypad until the **plus sign (+)** appears.
- Enter the phone number with the country code.
- Select **Send**.

Make a call from your call history

You can make calls to contacts from your History list, which contains calls that were recently placed, answered, missed, or forwarded.

- Press **History** or navigate to **Menu->History**.
- Select the relevant call list.
- Highlight a contact, and select **Send**.

Make a call from the directory





You can make a call to a contact directly from your directory.

- Select **Phonebook** or navigate to **Menu->Directory->Phonebook**.
- Highlight the contact you want to call, and select **Send**.

Switching between handset, speakerphone and headset modes



You can choose your desired mode before making a call, or alternate between **speakerphone**, **headset** and **handset** modes during a call.

When using the speakerphone or the headset, the LED indicator glows green.

- During the call, pick up the handset, and press the **Speakerphone** key , or the **Headset** key .
- For example, if you're using the handset, press the **Headset**  key to switch to the headset, or press the **Speakerphone**  key to switch to the speakerphone.

Answering calls

When you receive an incoming call, the phone rings and the screen displays the caller's information. You can choose to answer the incoming call in the following ways:


- By picking up the handset.
- By pressing the **Speakerphone**  key.
- By pressing the **Headset**  key.
- By pressing **Answer**, or the line key that has the flashing green LED indicator.

Transferring calls

You can transfer a call to another person in one of the three ways.


- **Blind transfer:** transfer a call directly to another party without consulting.
- **Semi-attended transfer:** transfer a call when receiving ringback.
- **Attended transfer:** transfer a call with prior consulting.

To make a blind transfer


Press the **Transfer** key  or **Transfer** during a call.

Do one of the following:

- Enter the number or select a contact from the placed call list you want to transfer to.
- If you have set a speed dial key, you can also use it to transfer the call to the contact directly.
- Press **Directory**. Select the desired contact from the directory list.

Press **B Transfer** or the **TRANSFER** key  to complete the transfer.


Semi-attended/attended transfer


Press the **Transfer** key  or **Transfer** during a call.

Enter the number or select a contact from the placed call list you want to transfer to.

Press **Directory**. Select the desired contact from the directory list.

Press **OK** key or **Send**.


When you hear the ringback tone, press the **TRANSFER** key  or transfer to finish a semi-attended transfer.

After the contact answers the call, press the **TRANSFER** key  or **Transfer** to finish an attended transfer (consultative transfer).

Ending calls

If you are using the handset, press the **Cancel** key, **End Call** or hang up the handset.

If you are using the headset, press the **Cancel** key or **End Call**.

If you are using the speakerphone, press the **Cancel** key, **Speakerphone** key  or **End Call**.

Conference calls


Place a call to the first party.

When the first party answers the call, select **Conference** to place a new call.

Dial the second party's number.

When the second party answers the call, select **Conference** again to invite two the parties to join the conference.

During your conference call, you can do the following:

- Press the **Hold** soft key to place the conference on hold.
- Press the **Split** soft key to split the conference call into two individual calls.
- Press the **Back** soft key to return to the previous interface.
- Press  to mute the conference call.
- Press the **Cancel** soft key to drop the conference call.

Do Not Disturb (DND)

To switch on the Do Not Disturb soft key when the phone is idle. The **DND** icon on the idle screen indicates that DND is enabled. Incoming calls will be rejected automatically and “n Missed Call(s)” (“n” indicates the number of the missed calls) will prompt on the LCD screen.

History

Viewing history records:

- Press **History** or navigate to **Menu->History**.
- Select the desired list.
- Select the desired entry.
- Select **Option->Detail**.

Saving a history record to local directory:

- Select History or navigate to **Menu->History**.
- Highlight the desired entry, and select **Option->Add to Contacts**.
- Edit the contact information.
- Select **Save**.

Contact directory

Your contact directory is managed by Cloud Voice. Take a look at the user feature guide to find out more.

You can search for a contact in the corporate directory, or simply dial a contact number from it

To access your corporate directory:

- Press **Directory** Soft key
- Select the contact group you’re looking for and press the **Enter** soft key.
- The phone connects to load the corporate directory, and then the corporate contact list appears on the LCD screen.
- Press the **Back** soft key to back to the previous interface.


To search for a contact in the corporate directory:

- Press **Directory** Soft key
- Select the contact group you’re looking for and press the **Enter** soft key.
- Press the **Search** soft key.
- Enter a few continuous characters of the contact name or continuous numbers of the contact number using the keypad.

The contacts whose name or phone number matches the characters entered will appear on the screen. You can place a call from the result list.

Voicemail

When receiving a new voicemail, the phone will play a warning tone, and the power indicator LED will slow flash red. The LCD screen will display a prompt message and appear an icon.

When the phone user interface prompts receiving new voice mails and the power indicator LED slow flashes red, press **Mail**  key or the **Connect** soft key to dial out the voice mail access code.

Follow the voice prompt to listen to voicemails.

Additional features

You can use your Yealink T54W phone with an RJ9 headset, USB headset, wireless headset adapter, built in Bluetooth, built in wi-fi, and expansion module. Please refer to the user guides of each accessory for details.

Headset

The phone supports RJ9 headset, USB headset, Bluetooth headset and wireless headset via EHS to handle calls.

To use a headset:

- RJ9 headset: connect an RJ9 headset to the headset port of your phone.
- USB headset: connect a USB headset to the USB port of your phone.
- Wireless headset via EHS: Connect Yealink wireless headset adapter EHS40 to the USB port of your phone, connect your wireless headset to EHS40.

Bluetooth

The phone supports Bluetooth feature to connect Bluetooth headset and mobile phone. The phone supports to connect to two Bluetooth devices at the same time.

To use Bluetooth:

- Bluetooth headset: connect your Yealink Bluetooth dongle to the USB port of your phone and enable Bluetooth, then pair your phone with Bluetooth headset. You can use your Bluetooth headset to handle calls. Please refer to the user guide of the Bluetooth headset for instructions.
- Mobile phone: connect your Yealink Bluetooth dongle to the USB port of your phone and enable Bluetooth, then pair your phone with your mobile phone. You can then sync your mobile contacts to your Yealink phone so it can handle mobile calls.

Expansion module (optional)

The phone supports expansion modules to expand programmable keys.

To use expansion module:

- Connect first Yealink expansion module EXP50 to the USB port of your phone, connect second expansion module EXP50 to the USB port of the first expansion module EXP50, connect third expansion module EXP50 to the USB port of the second expansion module EXP50.
- If you use more than one expansion module, you need to connect an additional Yealink power adapter (5V/2A) to any one of the expansion modules.

General information

Important – 999 or 112 emergency calls

- Your Cloud Voice number is registered to a specific address, so when you make a 999 or 112 call from your phone number, that's the address the emergency services will see.
- If you use Cloud Voice at a different address, the registered address won't automatically change. So if your work location changes, please let your administrator know so they can update your registered address.
- You might not be able to make 999 or 112 calls if there's a power or network failure, or you're using the service from an app or mobile phone.

Safety information

Do not open the handset or the base.

This could expose you to high voltages or other risks. If your phone needs to be repaired, call us on 0800 389 0537 and we'll be able to help.



Cleaning

Clean the handset and base with a damp (not wet) cloth, or an antistatic wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.
- Make sure your phone is on a dry, flat surface, not on a carpet or anything which has fibres. Make sure it can always get a free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There's a slight chance your phone could be damaged by an electrical storm. Should this happen, contact your BT service desk.

Product disposal instructions

- The symbol shown here  and on your phone means your product is classed as  electrical or electronic equipment. You shouldn't throw it away with other office waste once at the end of its working life.
- The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.
- Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Guarantee

Your IP Phone is guaranteed for a period of 12 months from the date of purchase. Your guarantee covers the repair or replacement of your phone or any of its parts (other than batteries) if they're faulty or below standard, or they break because of bad workmanship or materials. If your product is more than 28 days old, it might be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12-month guarantee period.
- You provide proof of purchase.
- You'll need to return your phone to us according to our instructions.
- We don't cover any faults or problems that are caused by accidents, misuse, fair wear and tear, neglect, or if you've tried to repair the equipment yourself.

This guarantee does not affect your statutory rights.



Offices worldwide

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